

Communication Systems and System Support

Service Name: Basic Telephone Support

1. Service Description: Fort Detrick DOIM provides basic telephone support to Fort Detrick customers. Support includes subscriber service for long distance, Defense Switched Network, and commercial phone service. Both voice and data circuits (for facsimile machines and modem connections) and equipment (telephone handsets) are provided. Charges for toll calls and work orders for new equipment, repairs, or installations are outside of the SLS (Standard Level of Service) and are billed accordingly.

2. DOIM Responsibilities:

- a. Provide subscriber service to include access to long distance, DSN and commercial phone service.
- b. Procure dedicated voice and data circuits, and phones (equipment).
- c. Voice Switching: Provide single line telephone service to each user. This includes a touch tone telephone and at least Class C Service (as per AR 25-1, Section 6.3C); Provide access to Integrated Services Digital Network (ISDN), Federal Telecommunications System (FTS), Defense Switched Network (DSN) for CONUS, OCONUS, and local trunks. Post telephone operator support will be provided (0730 – 1630) Monday thru Friday.
- d. Provide voice mail services and maintain an installation phone book (electronically). (See note at end of this section.)
- e. Provide Trunked Radio System-Infrastructure (Users must provide own connection equipment)
- f. Non-Tactical Trunked Radios (NTTR): Provide separate narrow band digital trunking for firefighting, ambulance/emergency medical, law enforcement, environmental, garrison operations, and range control organizations to include maintenance of infrastructure. Provide special circuits for fire alarms, intrusion alarms in arms rooms, and other safety/security systems specifically directed by DA or local regulation.

Note: ISDN does not include VTC. VTC services are carried through an ISDN (telephone service). All ISDN installations which are part of a VTC service will be done by Verizon or by the MEDNET System (If your organization supports the medical services) as a normal telecommunications install and will follow normal procurement process by going through the Fort Detrick DOIM Telecommunications Specialist. Fort Detrick DOIM will handle these as a one-time charge for ISDN installation services.

3. Service Level Metrics

- For Voice services, meet 98% reliability; provide average 90% success rate on local (off-post)
- For non-tactical radio (NTTR), meet 95% reliability, 95% access, and 98% coverage.

4. Pricing/Billing Information: The monthly recurring charges for VTC service and ISDN will be billed directly from the vendors and are independent of the Fort Detrick DOIM Service Level Agreement (SLA). The charges might include per minute charges and monthly fees. Those items and other third-party charges are the responsibility of the recipient organization to pay directly to the vendor.

5. Customer Responsibilities: Make requirements known to Supplier
Request services and support by providing necessary request and/or documentation. Alert the Supplier as soon as possible on issues or problems that arise. Provide the Supplier ten working days advance notice to implement new service. Provide the supplier with appropriate pertinent information necessary when requesting new user account.

6. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: <http://doim.detrick.army.mil>. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: usagdoimhelpdesk@amedd.army.mil.